Claims

1. Arrangement (SA) for the service provider (DA1, DA2, DA3) triggerable provision of components for an information output or interactive dialog which can be generated by an information output system or an interactive system, having
- a supply device (MCF), accessible by the service providers (DA1, DA2, DA3), for changed or new components of information outputs or interactive dialogs, and
- at least one provision device (SCF1, SCF2) to which changed or new components of information outputs or interactive dialogs can be transmitted by the supply device (MCF).

2. Arrangement (SA) according to claim 1, characterized in that
- the supply device (MCF) comprises a storage area (A/D1, A/D2, A/D3) for components assigned to service providers (DA1, DA2, DA3) and a storage area (A/DA) for components assigned to the operator of the information output system or interactive system, and service providers (DA1, DA2, DA3) have no access to components assigned to the operator of the information output system or interactive system.

3. Arrangement (SA) according to claim 2, characterized in that
- service providers (DA1, DA2, DA3) are authenticated and, on the supply device (MCF), only have access to components or storage areas (A/D1, A/D2, A/D3) assigned to the relevant authorized service provider (DA1, DA2, DA3).

4. Arrangement (SA) according to one of the preceding claims, characterized in that

- there is provided, for generating and changing components, a configuration system (TF, TF1, TF2, TF3) which is assigned to a service provider (DA1, DA2, DA3) and from which new or changed components can be transmitted to the supply device
5   (MCF).

5. Arrangement (SA) according to one of the preceding claims, characterized in that
- a firewall (FW) is disposed between the supply device
10 (MCF) and the configuration systems (TF, TF1, TF2, TF3) assigned to the service providers or a computer platform used by a service provider (DA1, DA2, DA3) to access the supply device (MCF).

15 6. Arrangement (SA) according to one of the preceding claims, characterized in that
- there is created an access authorization for the transmission of components by service providers (DA1, DA2, DA3) to the supply device (MCF).
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7. Arrangement (SA) according to one of the preceding claims, characterized in that
- there is provided, for generating and changing components, a configuration system (AMTF) which is assigned to the
25 operator of the arrangement (SA) and from which new or changed components can be transmitted to the supply device (MCF).

8. Arrangement (SA) according to one of the preceding claims, characterized in that
30 claims, characterized in that
- there is provided a charging server (VS) to which charging information can be transmitted by the supply device (MCF).

9. Arrangement (SA) according to one of the preceding claims, characterized in that
- associated with the information output system or interactive system, there is provided at least one information output device (VF1, VF2, VF3, VF) which can access at least one provision device (SCF1, SCF2) for information outputs or interactive dialogs.

10. Arrangement (SA) according to one of the preceding claims, characterized in that·
the supply device (MCF) is implemented on a hardware platform separate from the provision devices (SCF1, SCF2).

11. Arrangement (SA) according to one of the preceding claims, characterized in that
there are provided a plurality of provision devices (SCF1, SCF2) of the information output system or interactive systems to which components can be transmitted by the supply device (MCF).

12. Arrangement (SA) according to one of the preceding claims, characterized in that
the supply device (MCF) is implemented together with a provision device (SCF1, SCF2) on a common hardware platform.

13. Arrangement (SA) according to one of the preceding claims, characterized in that
the supply device (MCF) is duplicated.

14. Method for providing components for newly generated or changed information outputs or interactive dialogs by means of an arrangement (SA) comprising a supply device (MCF) and at least one provision device (SCF1, SCF2), consequently

- a new or changed component of an information output or
interactive dialog transmitted to the supply device (MCF) is
automatically transmitted by the supply device (MCF) to at
least one provision device (SCF1, SCF2) of the arrangement
5   (SA).

15. Method according to claim 14,
characterized in that
information in the supply device (MCF) is specifiable by a
10   service provider (DA1, DA2, DA3), thereby controlling the
time of activation of a new or changed component for a
service.

16. Method according to one of claims 14 or 15,
15   characterized in that
- a new or changed component is transmitted to the supply
device (MCF) by a configuration system (TF1, TF2, TF3, TF)
assigned to a service provider (DA1, DA2, DA3).

20   17. Method according to one of claims 14 to 16,
characterized in that
- authentication is necessary for transmitting components to
the supply device (MCF) from a configuration system (TF1,
TF2, TF3, TF) assigned to the service provider (DA1, DA2,
25   DA3) or for accessing components assigned to a service
provider (DA1, DA2, DA3) in the supply device (MCF).

18. Method according to one of claims 14 to 17,
characterized in that
30   - components changed or newly generated by a service
provider (DA1, DA2, DA3) are stored in a storage area (A/D1,
A/D2, A/D3) of the supply device (MCF) assigned to the
service provider (DA1, DA2, -DA3).

19. Method according to one of claims 14 to 18, characterized in that
- a new or changed component is transmitted to the supply

5   device (MCF) by a configuration system (AMTF) assigned to the operator of the storage system.

20. Method according to one of claims 14 to 19, characterized in that

10   - modification or creation of a component by a service provider (DA1, DA2, DA3) is charged.

21. Method according to claim 20, characterized in that

15   - charging information is transmitted by the supply device (MCF) to a charging server (VS).

22. Method according to claim 21, characterized in that an information output device (VF, VF1,

20   VF2, VF3) accesses a provision device (SCF1, SCF2) in the course of an information output or interactive dialog for the purpose of component transmission.

23. Method according to claim 22,

25   characterized in that the information output device (VF, VF1, VF2, VF3) composes an information output or an output forming part of an interactive dialog from or by means of components.

30   24. Method or arrangement (SA) according to one of the preceding claims, characterized in that

components are constituted by coded or to be encoded elements of an information output or formation rules for information outputs or interactive dialogs.

5   25. Method or arrangement (SA) according to one of the preceding claims,
characterized in that
the information output relates to an output of voice information, video information or audio information.

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